

## Appendix C – Information Requests

### Freedom of Information/Environmental Information Requests

Details of FOI, EIR and data protection requests are shown in the tables below with comparative figures for the last three years.

Figures for the Corporate directorate include Resources and Chief Executive's combined. It has not been possible to extract the information from the case management system to provide separate information without significant manual intervention. It is aimed to produce statistics aligned to the new Council structure for the next report; however, it will not show historic data in those areas for comparison purposes.

#### Volume of FOI and EIR requests received

Type of Request	2024/25	2023/24	2022/23	2021/22
FOIA and EIR Requests	1,867	1,943	1,639	1,539
Property Search EIR Requests <sup>1</sup>	4,099	3,137	3,586	2,624
Total FOI/EIR Requests	5,966	5,080	5,225	4,163

#### Timeliness – FOI and EIR requests closed within the statutory deadline

Directorate	2024/25	2023/24	2022/23	2021/22
Corporate	92%	94%	92%	95%
Place	88%	86%	86%	96%
Adults Social Care	97%	99%	90%	97%
Childrens Services	89%	90%	97%	99%
<b>Cheshire East Overall</b>	<b>90%</b>	<b>90%</b>	<b>89%</b>	<b>96%</b>

#### Outcome of FOI and EIR requests

Outcome	2024/25	2023/24	2022/23	2021/22
Information provided in full	1,054	1,213	1,027	829
Information not held	160	151	115	136
Information partially provided	306	192	159	214
Information withheld in full	282	269	251	286
Clarification was not provided	51	47	36	31
Request rejected (duplicate/not valid)	12	40	20	29
Request withdrawn by requester	2	31	31	14

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<sup>1</sup> It should be noted that 'Property Search' search requests are also recorded and responded to under the EIR. These are enquiries made to local authorities by Personal Search companies, to make prospective buyers of properties aware of relevant issues before they complete their purchase. These requests are processed separately to a 'typical' EIR request and responded to directly by the Land Charges Team. All requests are completed within the statutory timescale and are not included in the information in this report, unless explicitly stated.

## Exemptions and Exceptions

<b>FOIA Exemptions</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>
Section 12: Exceeds appropriate time limit <sup>2</sup>	28	39	43	55
Section 14: Vexatious or repeated requests	12	5	5	2
Section 21: Info accessible by other means	100	98	75	90
Section 22: Intended for future publication	9	8	7	7
Section 24: Safeguarding national security	0	0	3	1
Section 30: Investigations and proceedings	4	3	0	1
Section 31: Law enforcement	22	18	26	40
Section 32: Court or inquiry records	0	0	0	0
Section 33: Public audit functions	0	0	0	0
Section 36: Conduct of public affairs	0	0	2	0
Section 38: Health & Safety	1	0	0	0
Section 40: Personal information	46	34	25	44
Section 41: Info. Provided in confidence	25	32	37	19
Section 42: Legal professional privilege	0	1	0	2
Section 43: Commercial interest	24	10	13	12
Section 44: Prohibitions on disclosure		0	2	0
<b>EIR Exceptions</b>	<b>2024/25</b>	<b>2023/24</b>	<b>2022/23</b>	<b>2021/22</b>
Reg 6(1)(b) Publicly Accessible	54	46	52	57
Reg 12(3) Personal Information	19	29	18	8
Reg12(4)(a) Information Not Held	3	3	3	11
Reg12(4)(b) Manifestly unreasonable	25	24	21	21
Reg 12(4)(c) Too general	0	0	1	1
Reg 12(4)(d) Draft Information	7	4	5	4
Reg12(4)(e) Internal Communications	2	1	2	1
Reg 12(5)(b) Course of Justice	27	29	13	5
Reg 12(5)(c) Intellectual Property Rights	0	0	0	0
Reg 12(5)(d) Confidential Proceedings	4	1	6	1
Reg 12(5)(e) Commercial Interests	6	10	3	2
Reg 12(5)(f) Information in Confidence	0	0	0	2
Reg 12(5)(g) Protection of Environment	0	0	1	2
Total exemptions/exceptions	418	395	363	388

*\* Please note that the totals for exemptions in the above table may sum to more than the number of requests refused, as multiple exemptions may be applied to an individual request.*

<sup>2</sup> The 'appropriate limit' is 18 hours. If answering the request would exceed this limit, the request can be refused. Advice and assistance is provided to the requester as to how they could submit a revised, reduced request

## Source of FOI and EIR Requests

Source	2024/25	2023/24	2022/23	2021/22
Councillor	<1%	0%	1%	<1%
Charity	4%	3%	3%	<1%
Commercial	16%	22%	23%	32%
Individual	49%	46%	42%	39%
MP	0%	0%	<1%	<1%
Other	1%	0%	1%	1%
Press or media	10%	10%	9%	9%
Pressure Groups	1%	1%	2%	3%
Public Sector	1%	1%	1%	1%
Researchers	2%	3%	3%	2%
Solicitor	1%	1%	<1%	Not recorded
Student	1%	0%	<1%	Not recorded
Town or Parish Councillor	0%	1%	2%	Not recorded
whatdotheyknow.com <sup>3</sup>	13%	10%	11%	11%

## Internal reviews

	2024/25	2023/24	2022/23	2021/22
Internal reviews received	71	89	94	93
Original decision upheld in full	31	40	58	56
Original decision overturned	27	30	18	17
Original decision partially upheld	12	19	15	14
Internal Review Withdrawn	1	0	3	6
Internal reviews closed within timescale	94%	93%	73%	94%

## Complaints to the ICO

Outcome	2024/25	2023/24	2022/23	2021/22
Informally resolved	1	1	0	1
Complaint not upheld	5	2	5	2
Complaint Upheld	2	1	2	3
Complaint Withdrawn	0	0	2	3
Complaint Ongoing	1	0	0	0
Total complaints received	9	4	9	9

## Individual Rights Requests

Year	IR requests received	% Responded to on time
2021/22	202	49%
2022/23	247	70%
2023/24	364	87%
2024/25	357	81%

<sup>3</sup> 'whatdotheyknow.com' is a website used to make FOI and EIR requests

## Disclosure Requests

Year	Responded to by Information Rights team	Responded to by Council Tax	Total Disclosure Requests received
2021/22	403	412	815
2022/23	433	514	947
2023/24	536	309	845
2024/25	542	167	709

Disclosure requests are recorded and processed centrally by the Information Rights Team; however, the Council Tax Team also records and responds to requests directed to them specifically relating to Council Tax liability and verification of address details.

## Data Protection Complaints

Source of complaint	2024/25	2023/24	2022/23	2021/22
Data Subject	22	34	29	31
ICO	1	3	2	5
<b>Total</b>	<b>23</b>	<b>37</b>	<b>31</b>	<b>36</b>

Reason for complaint	2024/25	2023/24	2022/23	2021/22
Alleged data breach	91%	97%	94%	90%
Handling of IR request	4%	3%	3%	7%
Other	4%	0%	3%	3%